



PATENT
Attorney Docket No. P04763US0

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: PFIFFNER, et al. GROUP ART NO: 2152
SERIAL NO: 09/918,091 EXAMINER: TBA
FILED: July 30, 2001
TITLE: METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT

PETITION AND FEE FOR EXTENSION OF TIME
UNDER 37 CFR 1.136(a)

RECEIVED

Assistant Commissioner for Patents
Washington, D.C. 20231

JAN 25 2002

OFFICE OF PETITIONS
DEPUTY A/C PATENTS

Dear Sir:

This is a request under the provision of 37 CFR 1.136(a) to extend the period for filing a response in the above identified application for 1 months from November 5, 2001 to December 5, 2001.

Applicant is a large entity; therefore, a check in the amount of \$110.00 for one month is enclosed to cover the cost of the extension.

Any deficiency or overpayment should be charged or credited to Deposit Account 26-0084. A duplicate copy of this sheet is enclosed.

01/23/2002 HVUONG1 00000084 09918091

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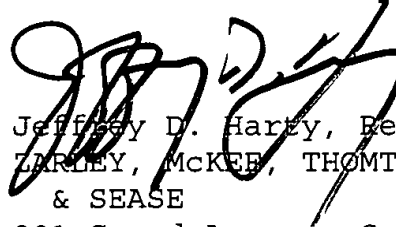
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CERTIFICATE OF MAILING

I hereby certify that this document and the documents referred to as enclosed therein are being deposited with the United States Postal Service as First Class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this 9th day of November, 2001.


Jeffrey B. Harty

Respectfully submitted,



Jeffrey D. Harty, Reg. No. 40,639
LARLEY, McKEE, THOMTE, VOORHEES
& SEASE

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